

**METHODS AND SYSTEMS FOR COMMUNICATIONS DEVICE
TROUBLESHOOTING
ABSTRACT**

5 Methods and systems provide for the troubleshooting of communications devices
that interconnect a personal computer or network of personal computers to a network of a
service provider. The troubleshooting is provided through a computer application
program that may troubleshoot various issues. Issues related to the personal computer
and the connection from the computer to the communications device may be analyzed.
10 Additionally, the troubleshooting program may analyze issues related to the
communications device and its connection to the service provider's network by the
troubleshooting program interacting with a diagnostics program of the communications
device and/or the network. The troubleshooting program may provide a graphical user
interface to interact with the customer to allow the customer to step through the
15 troubleshooting process while the troubleshooting application program may display
information acquired during the troubleshooting for the user and may store the
troubleshooting information or forward it to the service provider through the network
connection to a server when possible. The troubleshooting program enables this
information to be provided to the service provider from the customer without requiring
20 the customer to be technically skilled and without requiring an on-site visit by a
technician. Such information allows the service provider to provide guidance to the
customer to complete the self-installation or self-repair process.